

United States Bankruptcy Court Western District of Louisiana



Electronic Case Filing On-line Credit Card Payment Guide

As of September 30, 2005

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I. OVERVIEW

The Pay.Gov On-line Credit Card Module for ECF is designed to do the following.

- Allow attorney filers to pay filing fees to the U.S. Treasury interactively as part of the electronic filing process.
- Provide an improved tracking and record keeping method for paid fees.
- Discontinue the current requirement to provide the Clerk's office with updated hard-copy credit card authorization and account information.

Upon the successful submission of a document requiring a filing fee, the attorney filer will have the option to:

- pay the filing fee after each transaction or
- simply make one payment at the end of the day for all transactions

After payment is made, the on-line payments of fees will show a receipt entry that is automatically posted to the docket sheet for the case(s). This entry will include the filing fee and the receipt number. (See Figure 1)

05/20/2005	●10	Motion for Relief from Stay. Fee Amount Due \$150, Filed by Tommie Slatten on behalf of GMAC (Slatten, Tommie) (Entered: 05/20/2005)
05/20/2005		Receipt of Filing Fee for Motion Relief From Stay(05-10010) [motion,mrlfsty] (150.00). Receipt Number 25744, in the Amount of \$ 150.00. (U.S. Treasury) (Entered: 05/24/2005)

Figure 1

This guide will take you through the new process of paying filing fees by credit card directly via the Internet. Before you begin, please be sure your browser supports 128-bit encryption and pop-up blocking software is disabled or preference reset to allow for the Pay.Gov screens.

A. On-line Training

For your convenience, the ECF Training Database has been set up to allow you the experience of paying fees on-line using a court provided test credit card account. This is the same training database that was used for the initial ECF training and prior user training login names and passwords can still be used. A link to the training login page can be found on the court's website or by entering the following address. <https://ecf-train.lawb.uscourts.gov/>

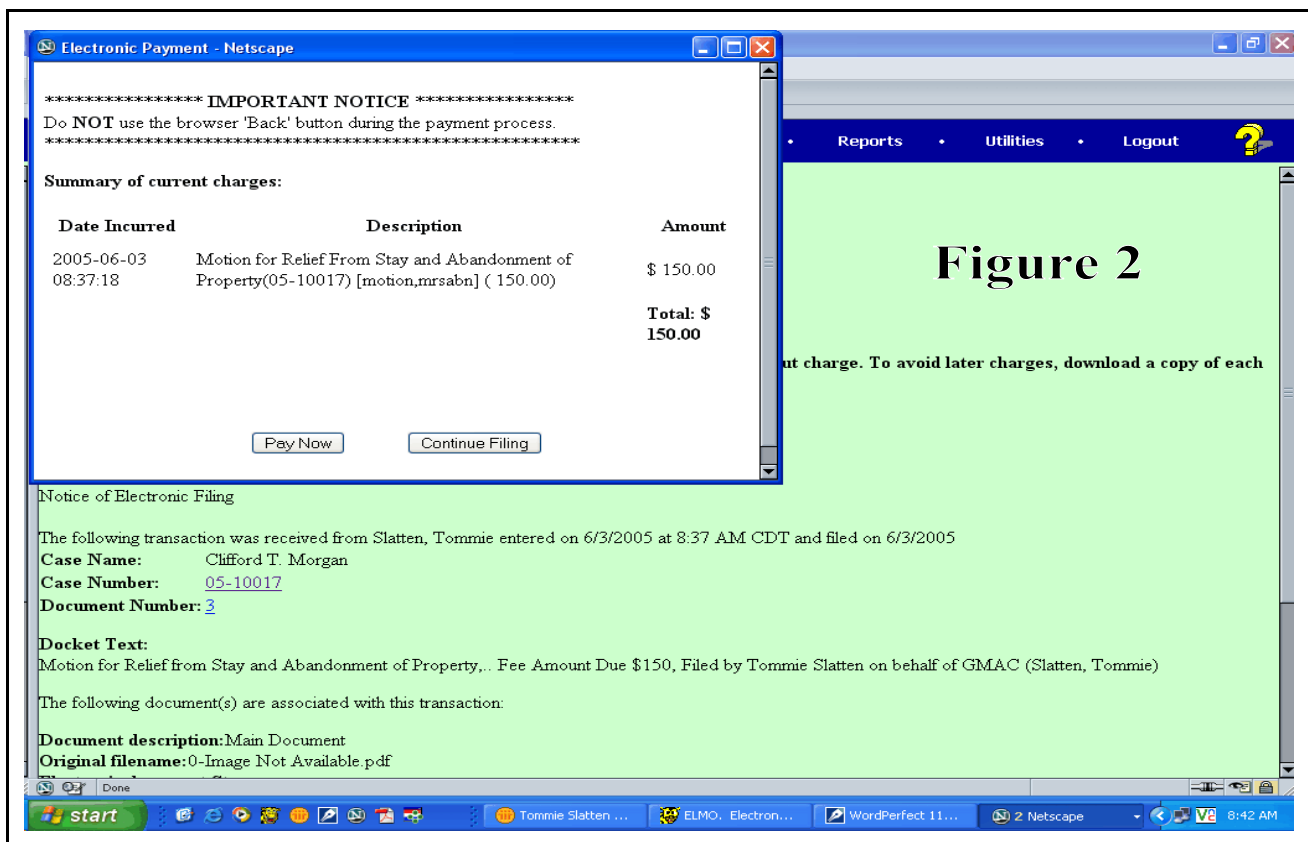
For Training Database Purposes: When prompted to enter your credit card number, you should use your own name, address, etc. . . ., and the following Visa card number 4111111111111111 (15 one's) with any future expiration date.

II. PROCEDURES

To pay filing fees on-line via the Pay.gov system when filing new cases, adversaries, or motions that require a filing fee, the **Receipt Number** field must be left blank.

- If paying the filing fees for a new case in installments, “O” for other payment **must** be entered in the Receipt Number field. Please see section IV. A. 3. for more information.

Once you have completed the filing of a new case, adversary¹, or motion that requires the payment of a fee (e.g., Motion for Relief from Stay), a pop-up window will appear. You may then select either option: A) “Pay Now” or B) “Continue Filing.” (See Figure 2)



¹ Please note that no filing fee is due if the plaintiff is one of the following:

- a) The United States, other than the U.S. Trustee acting as a trustee, or
- b) The debtor, other than a debtor in possession, or
- c) A child support creditor, or its representative, who has concurrently filed an appearance of Child Support

A. PAY NOW OPTION

Click “Pay Now” as seen in Figure 2 and the credit card information screen will appear. Please note you will be diverted to an outside site. (See Figure 3)

1. Enter the following payment information:
 - **Account Holder Name**
 - **Billing Address**
 - **City**
 - **State/Province**
 - **Zip/Postal Code**
 - Select the appropriate **Card Type** (Visa, MC, American Express, Diner’s Club, or Discover) from the drop down menu
 - Enter the **Card Number**
 - **Expiration Date**
 - Click **Continue with Plastic Card Payment** (Note: you can cancel the transaction at any time by clicking Cancel button.)

The screenshot shows a Netscape browser window titled "Online Payment - Netscape". The main content area displays a form titled "Online Payment" with a link "Return to your originating application" and a progress indicator "1 | 2". The form is for "Step 1: Enter Payment Information" and specifies "Pay Via Plastic Card (PC) (ex: American Express, Diners Club, Discover, Mastercard, VISA)". A note states "Required fields are indicated with a red asterisk *". The form fields are as follows:

- Account Holder Name: John Doe *
- Payment Amount: \$150.00
- Billing Address: 121 Right Street *
- Billing Address 2: (empty)
- City: Shreveport
- State / Province: Louisiana - LA (dropdown)
- Zip / Postal Code: 71101
- Country: United States *
- Card Type: Visa (dropdown) * (Logos for VISA, MasterCard, AMEX, Discover are shown)
- Card Number: 4111111111111111 * (Note: Card number value should not contain spaces or dashes)
- Expiration Date: 07 / 2007 *

Below the fields, a message says: "Select the 'Continue with Plastic Card Payment' button to continue to the next step in the Plastic Card Payment Process." There are two buttons: "Continue with Plastic Card Payment" and "Cancel". A yellow note box at the bottom states: "Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible." The browser's address bar shows "ties" and "Logout". The Windows taskbar at the bottom shows the start button, several open applications (Logout Screen, ELMO, Electro..., WordPerfect 1..., 2 Netscape), and the system clock showing 9:19 AM.

Figure 3

2. Once you click **Continue with Plastic Card Payment**, the Payment Summary and Authorization screen will appear. (See Figure 4)

Online Payment - Netscape

Online Payment [Return to your originating application](#)

Step 2: Authorize Payment 1 | 2

Payment Summary [Edit this information](#)

Address Information	Account Information	Payment Information
Account Holder Name: John Doe Billing Address: 121 Right Street Billing Address 2: City: Shreveport State / Province: LA Zip / Postal Code: 71101 Country: USA	Card Type: Visa Card Number: *****1111 Expiration Date: 7 / 2007	Payment Amount: \$150.00 Transaction Date: 09/26/2005 10:20 and Time: EDT

Email Confirmation Receipt
To have a confirmation sent to you upon completion of this transaction, provide an email address and confirmation below.

Email Address: johndoe@email.com
Confirm Email Address: johndoe@email.com

Authorization and Disclosure
Required fields are indicated with a red asterisk *
I authorize a charge to my card account for the above amount in accordance with my card issuer agreement. ☒ *
Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Logout

start Logout Screen ELMO. Electro... WordPerfect 1... 2 Netscape 9:20 AM

Figure 4

3. If you would like an e-mail confirmation of the payment, enter your e-mail address in the box provided. You **must** re-enter the e-mail address for confirmation in the box provided to receive e-mail confirmation of the transaction.
4. Check the box next to "I authorize a charge to my card account for the above amount in accordance with my card issuer agreement." If you do not check the box, you will receive an error message and will not be able to continue with payment processing.
5. Click the **Submit Payment** button.

Important: Do Not double-click the Submit Payment button. Double-clicking may result in duplicate charges to your credit card.

6. Once your card has been authorized, a screen will appear with the following message as shown in Figure 5.

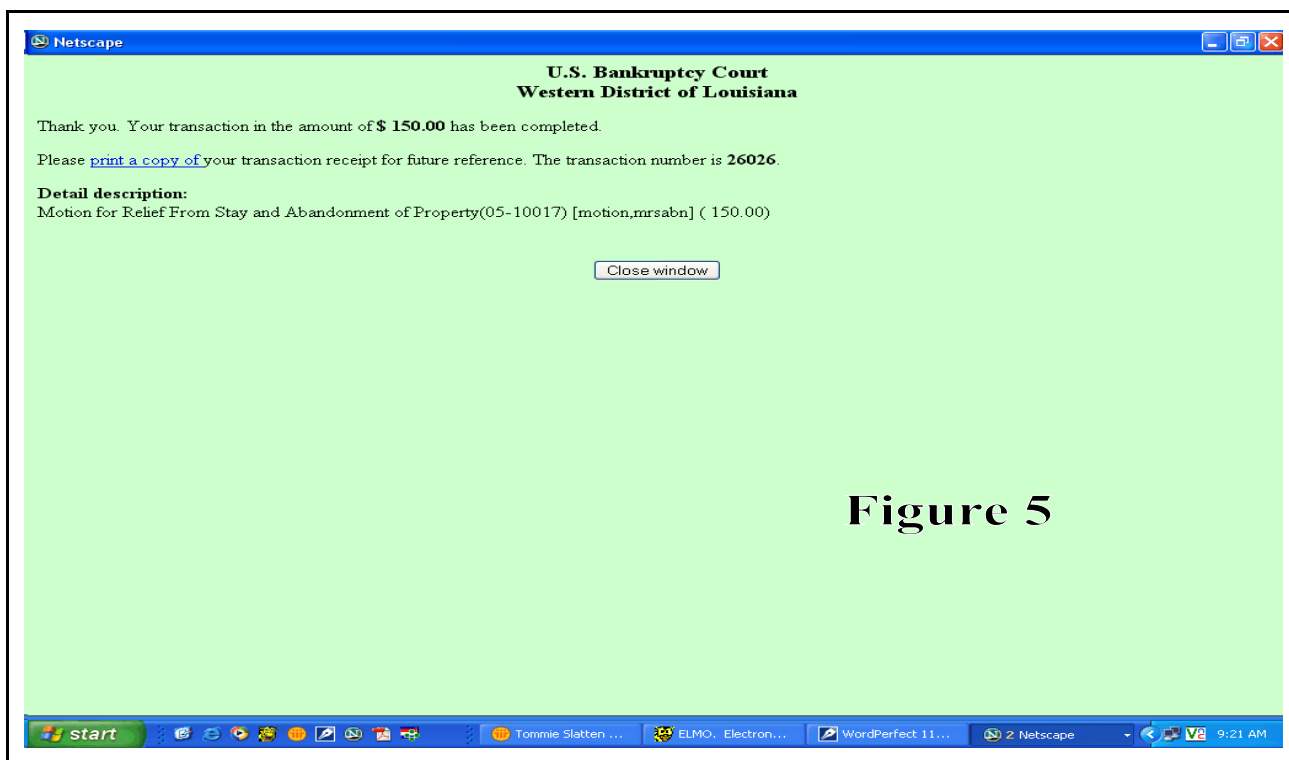


Figure 5

7. Click the **Close window** button.
8. Once you have completed the on-line payment of fees, the receipt entry will be automatically posted to the docket sheet for each case. The entry will include the filing fee and receipt number.

B. CONTINUE FILING OPTION

1. The **Continue Filing** option provides for accumulated fees to be paid on ECF at the end of another transaction if filing several documents requiring fees, or at the end of the day.
2. With this option you will continue to receive an opportunity to **Pay Now** after each subsequent transaction which will allow you to settle your account at any time that day for fees that are due.
3. Click on the Utilities menu located on the blue toolbar and then the Internet Payments Due report. Accounts **must** be settled by 11:00 p.m. Central time on the day of filing. Failure to settle accounts will result in being locked out of the system until the fees are paid. More information on the Internet Payments Due report can be found in the **REPORTS** section of this guide.

III. REPORTS

A. Internet Payments Due

This report allows an attorney to pay immediately all outstanding fees without filing another pleading or opening another case. Use this report if you are finished filing for the day and did not select the **Pay Now** option on your last filing. There are no selection screens or sort options offered.

1. Click the Utilities menu located on the blue toolbar and then click Internet Payments Due.
2. A summary pop-up screen will appear and you will follow the steps for the **Pay Now** option found on page 4, 5, and 6 of this guide. Please see Figure 2, 3, and 4.

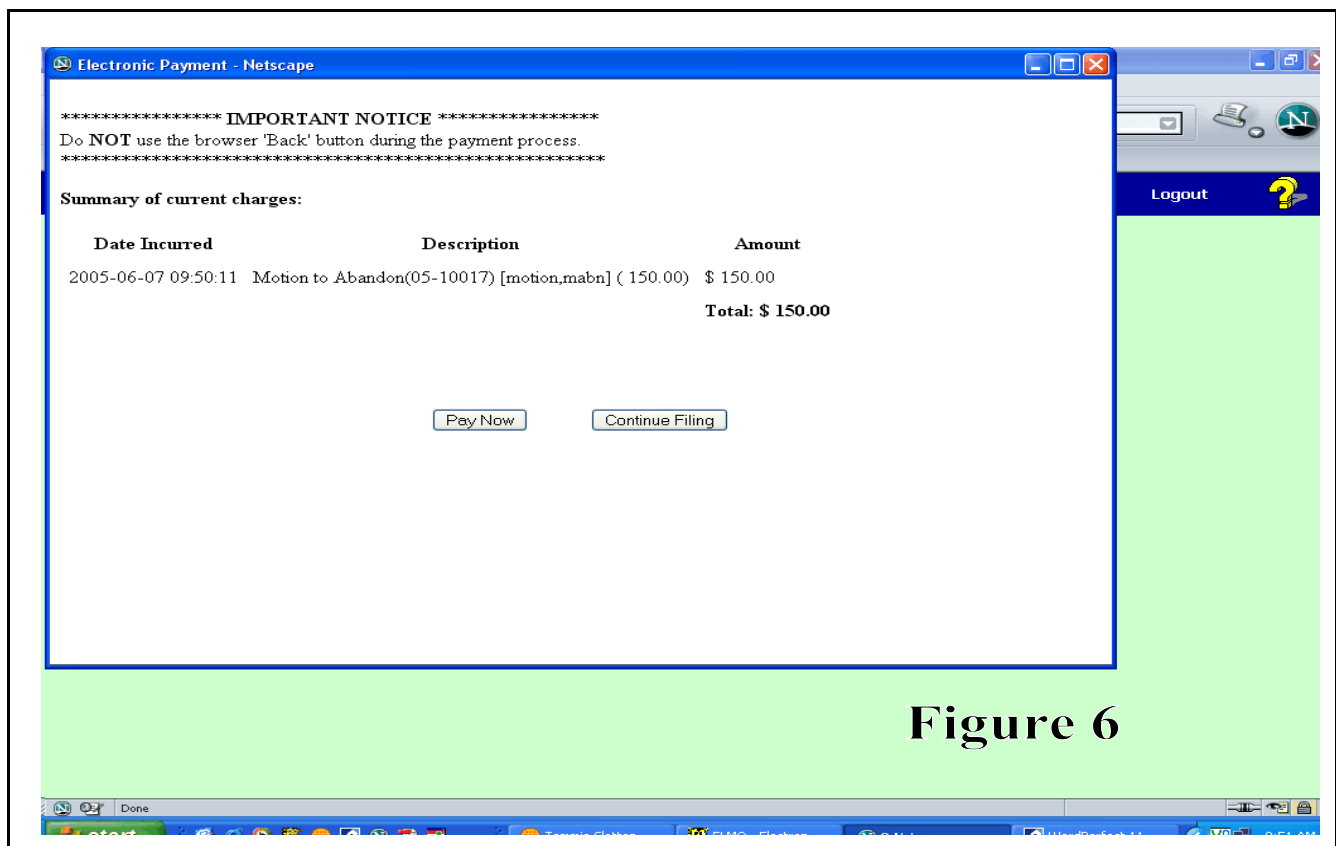


Figure 6

B. Internet Payment History

The Internet Payment History Report allows an attorney to review his/her completed credit card payments over any specified period of time.

1. Click the Utilities menu located on the blue toolbar and then Internet Payment History.
2. Enter date range, click **Run Report** and the report will display.

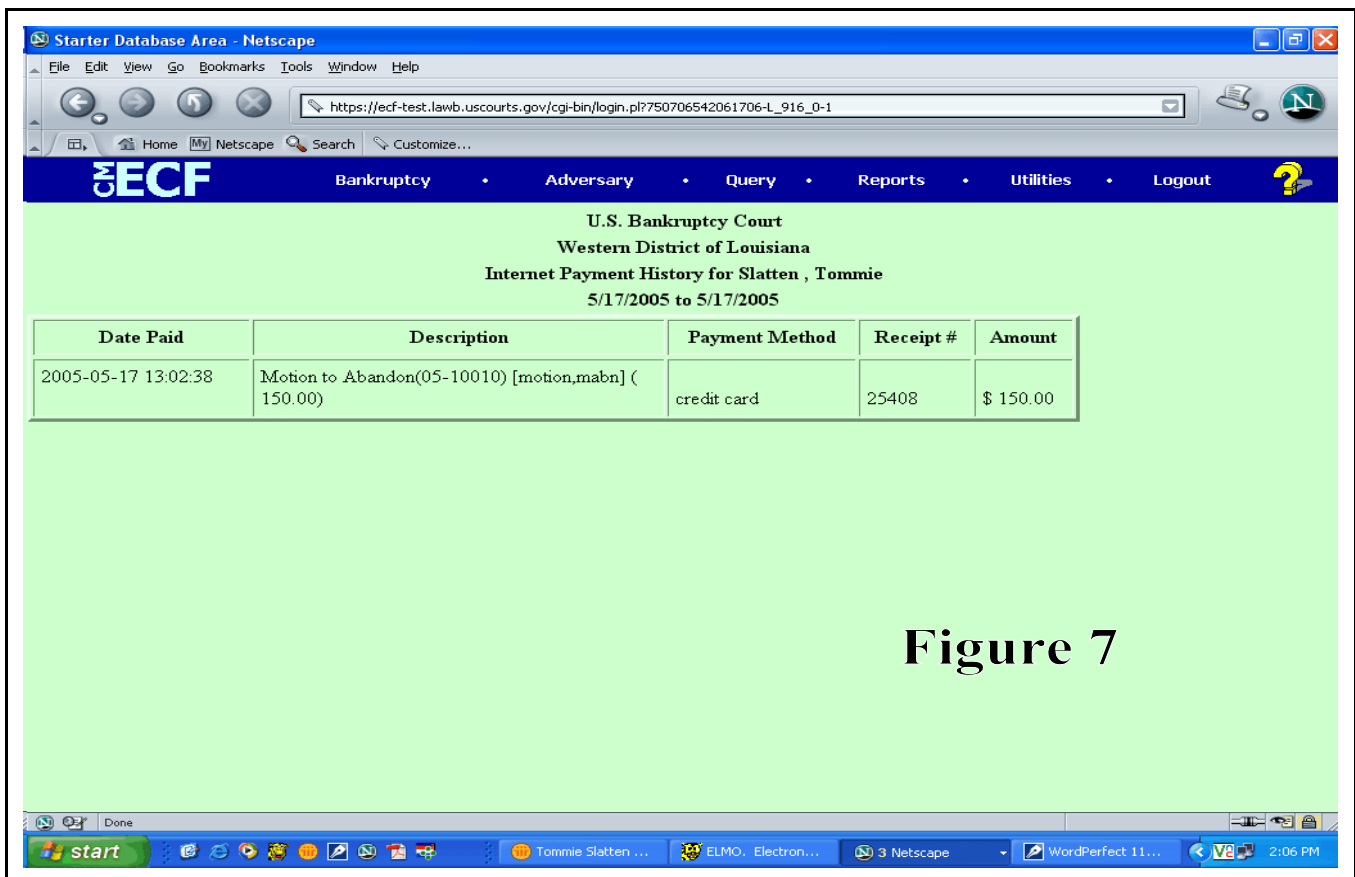


Figure 7

IV. IMPORTANT NOTICES, EXCEPTIONS, & ADDITIONAL INFORMATION

A. Important Filing Related Information - PLEASE READ!

1. The processing of paying on the Internet is a powerful tool. Once a document is filed, the fee is due. If the document is filed in error, the clerk's office will be unable to refund or waive the fee unless authorized by court order. Therefore, be sure to choose the correct event code when filing. Those codes with fees are clearly marked as "(Fee)" codes. If you are filing an amendment to a document in which you have already paid the fee, be sure you choose "Amendment" rather than choosing the fee due code again.
2. If you do not receive confirmation of a successful transaction, review the **Internet Payment History Report** under **Utilities** (see the **REPORTS** section of the guide for more information), or the docket report on PACER, or contact the court to see if the transaction was successful. Please do not refile your pleading if you are unsure the transaction was completed successfully. Refiling your pleading may result in duplicate charges to your credit card.
3. Due to the inability of the system to make accurate distribution to U.S. Treasury accounts, filing fees for **new Bankruptcy cases intended to be paid in installments may not be paid by credit card via the internet**. All installment payments **must** be paid by cash, check, money order, or by credit card at the Clerk's office.
4. If you are exempt from paying a filing fee be sure to enter the appropriate exemption code in the Receipt # box, i.e., UST, USA, etc. . . . ; however, if ECF records a fee for that filing on the transaction log, please contact the Clerk's office. Please have the information listed below ready when you call.
 - a. Attorney Filer's name
 - b. Case number
 - c. Event (adversary, motion to reopen, etc. . . .)
 - d. Dollar amount
 - e. Date of filing, and
 - f. Reason for the exemption

If you feel a fee has been recorded in error, please do **not** settle your account until you have resolved the matter with the Clerk's office and the fee has been removed/waived. This will ensure that the court has had time to research your request and remove the filing fee from your transaction log.

5. If you are filing a **motion for relief from stay** that is exempt from the filing fee because it is:
- a. agreed to, stipulated, or with consent (Please note, if adequate protection was previously granted the motion for relief **must** refer to the previously granted adequate protection or the filing fee is due.)
 - b. co-debtor lift stay
 - c. filed by an agent of the United States government
 - d. filed by a child support creditor (Please note, a Child Support Fee Waiver **must** be filed.)

Please be sure to select the correct “No Fee” event code to file the motion. No prompt should appear to pay a filing fee for this event.

B. Credit Card Issues

If an invalid credit card number is entered, or an error in processing the payment occurs, and you did not click the quit button, your payment process did not complete. You should contact the card issuer.

C. Filing New Bankruptcy Case Directly Through Petition Preparation Software

If you are using petition software to directly submit your bankruptcy filings to the court, you **MAY NOT** be prompted with the credit card payment pop-up window upon completion of filing. In order to pay your fee(s), you will need to go to **Utilities** in ECF and click on the **Internet Payments Due** report to pay your filing fee(s). You **must** settle your account by 11:00 p.m. Central time on the day of filing. Please see the **REPORTS** section of this guide for instructions on how to use the **Internet Payments Due** report for payment of fees.

Please note, when filing new cases using a petition software program you may be unable to pay the filing fee through the Internet Credit Card Pay.gov system if the plan is filed at the same time as the new case.

D. Browser Requirement

All CM/ECF users making fee payments by Internet credit card through Pay.gov must use Internet Explorer 5.5 or higher as their browser. This is the only browser supported by the most recent version, 3.2, of the Treasury’s Pay.gov system.

E. 128-bit Security Encryption Requirement

In order to successfully use the on-line credit card payment module, your browser must have 128-bit encryption. Follow the instructions below to determine if your Microsoft Internet Explorer (4.x, 5.x, 6.x) browser supports 128-bit encryption.

1. Click on the “Help” tab on your menu bar at the top of the screen
2. Scroll down and select “About Internet Explorer”
3. A small window appears in the center of your screen indicating the version, as well as the encryption or cipher strength of your browser (either 40-bit, 56-bit, or 128-bit). If the screen indicates you have a 40-bit or 56-bit version, or if it does not indicate the encryption level, you will need to upgrade to a version with 128-bit encryption.

F. Pop-up Blocking Software

For the on-line credit card program to work, your pop-up blocking software needs to be disabled or preference reset to allow for the Pay.Gov pop-up screens to appear. If you still do not get the option to pay on-line after disabling your pop-up blockers, please contact the CM/ECF help desk.